

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

November 26 - [City Council Meeting Agendas](#)

Looking Ahead

Tuesday, November 19:
Economic Development
Authority, Planning Commission
meetings

Thursday, November 21:
Tourism Board; Board of
Architectural Review; Social
Services Board meetings

Monday, November 25: Parks &
Recreation Board meeting

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- **WATCH!** [publiCITY](#) news show
- **LISTEN!** NEW [Rouss Review](#) podcast



Winchester Police Deputy Chief Kelly Rice got behind the Rouss Review podcast mic to talk with host Barry Lee about the city's current drug trends. Listen now on [Soundcloud](#) or iTunes!

City Manager's Takeaways

The City's Snow Team held the seasonal kickoff meeting to review Snow Plans including plowing routes and other emergency response operations.



Public Safety

Winchester Police

- Hosted the November Teen Academy.
- Held SWAT, Crisis Negotiations, Active Assailant and Anti-bias trainings.
- Participated in Distracted Driving video for upcoming event.
- Reviewed School Resource Officer applications.
- Disseminated 3 policies to commend staff for review.
- Planned private memorial service for Officer Hunter Edwards.
- Participated in this week's Rouss Review podcast.
- Attended Girls on the Run meeting.
- Continued placing items up for public auction.
- Participated in Handley Round Table discussion.
- Crime stats:
 - Crimes against persons (felony) - 1
 - Crimes against persons (misdemeanor) - 12
 - Burglaries (residential) - 1
 - Burglaries (commercial) - 1
 - Property crimes: 29

Winchester Fire and Rescue

- Interviewed 15 firefighter candidates for the open position eligibility list.
- Attended *OSHA At a Glance* training presented by Virginia Risk Sharing Association.
- Conducted progress meeting with Lantz Construction regarding the Burn Building project.
- Received donation of teddy bears to be carried on EMS units for children from local civic group.
- Met to start discussion of EMS care for police K9s.
- Met with Shenandoah University regarding the use of their cadaver lab for skill training
- Attended the City-wide Snow Team meeting.
- Continued investigating an outside fire that was intentionally set.
- Met with Westminster Canterbury to discuss fire evacuation drills.
- Conducted background interviews and started the background investigation process on five firefighter candidates.
- Started Juvenile Fire Starter classes with one child.
- Met to discuss the completion of a Community Risk Assessment.
- Completed the first fire safety inspection for the WATTS Program - inspections will continue throughout the winter months to ensure safety of upcoming shelter locations.

Police Activity	#
Calls for Service	727
Crash Reports	15
DUI/DWI	3
Alarms/False Alarms	15/15
Directed Patrols	48
Directed Patrols (OTW)	5
Extra Patrols	145
Extra Patrols (OTW)	1
Traffic Citations	56
Traffic Warnings	42
BWC requests	19
Special Events Permits Received/ Approved	0/2 72 rec'd YTD

Fire Activity	Fire Activity
Fire	3
Overpressure	0
EMS/Rescue	87
Hazardous Cond.	4
Service Call	6
Mutual Aid Given	4
Good Intent	7
False Alarms	2
Special Incident	1
Plan Review	2
Inspections	11
Reinspections	2

Emergency Management

- Worked with Social Services on Mass Sheltering planning and future training.
- Conducted a tabletop exercise with Westminster Canterbury, Winchester Fire and Rescue, and the Winchester Police Department for an active shooter event.
- Hosted a quarterly meeting with Motorola to discuss the City radio system.
- Attended a debrief on the Virginia Beach Mass Casualty event at Shenandoah University.
- Conducted command bus driver training with Fire Department personnel.
- Attended a site visit at the American Red Cross to discover mass sheltering capabilities.
- Attended the City-wide snow team meeting led by Public Works.

Development Services

Economic and Workforce Development

- Hosted Small Business seminar on increasing your business' website search engine optimization.
- Held final planning meeting for the Shenandoah University speed networking event on November 19th.
- Participated in regional Tech Coalition meeting.
- Held Manufacturing Week wrap up meeting with regional partners.
- Held a meeting with a downtown property owner to discuss redevelopment incentives.
- Spoke with Greenfield & Behr Residential agents on city economic conditions and discussed their views on market trends.

Arts and Vitality & Old Town

- Hosted the Old Town Advancement Commission's first Lunch n' Learn webinar series on Board Fundamentals.
- Met with Full Circle Marketing (special event coordinator) to discuss event lineup for 2020.
- Analyzed data and feedback from the Old Town Advancement Commission's retreat and community survey activities.
- Attended Old Town Winchester Business Association monthly meeting.
- Attended Virginia Farmers Market Association annual conference in Staunton.

Planning

- Staffed the November 13th Board of Zoning Appeals meeting. Multiple variances for converting accessory garage into auto service garage at 1860 Valley Ave approved.
- Continued Comprehensive Plan update. Commenced edits to Chapter 7 (Housing). Chapter 5 (Environment) ready for discussion at November 19th Planning Commission meeting.
- Attended additional iCompass training specifically focused on Planning Commission and Board of Architectural Review transition from current vendor.
- Prepared and distributed agenda packet for the November 21st Board of Architectural Review meeting.
- Planning Director hosted the Winchester History Trivia Challenge at Bright Box on Thursday, November 14th. The Trivia Challenge was an official 275th anniversary event.
- Met with engineers and surveyors working for private property owners and developers regarding private development projects.

Winchester/Frederick County Tourism

- Attended the Southeast Tourism Society Board of Director's Meeting and Group Sales Symposium. Many new ideas were discussed, including a local destination mentor program, group sales approaches for small Destination Marketing Organizations, and Gen-Z engagement.
- Attended the Army Corps of Engineers Employee Fair with a tourism table, and had an excellent response.
- Hosted a Canadian travel writer through a partnership with Virginia Tourism's international office. Julie Armel from the MSV was the local contact due to Tourism staff being previously committed that day.
- Attended a conference call with a research company that tracks conversions (visits) resulting from advertising efforts; pre-planning to track the effectiveness of our upcoming 2020 ad campaign.
- Held a Tourism Board finance committee phone call to continue working on details of the FY21 budget.

Zoning and Inspections

- Completed:
 - 83 building permit inspections and issued 107 building/trades permits (\$209,957 valuation)
 - Significant projects: 2200 S.Pleasant Valley Road - repair broken sprinkler system (\$110,000)
 - 144 code enforcement inspections and initiated 64 new cases
 - 2 new business review (1 business, 1 home business)
- Removed 0 signs from the public right of way (YTD=327).

Permit #	Type	Address	Description	Value
19 00004034	PLBG	1359 BERRYVILLE AVE	REPLACE WATER SERVICE	\$6,500
18 00001852	MECH	317 S CAMERON ST	NEW HEAT PUMP	\$3,500
	PLBG		78 EXPANSION TANKS	\$200 EA
19 00004033	MECH	800 KINZEL DR	ADDING GAS LOGS	\$1,500
19 00004031	NGAS	205 LIBERTY AVE	REPLACEMENT W. HEATER	\$2,500
19 00004033	NGAS	800 KINZEL DR	ADDING GAS LOGS	\$1,500
19 00003282	PLBG	502 WENTWORTH DR	NEW FIXTURES	\$1,500
19 00004032	NGAS	101 MOLDEN DR	ADDING GAS LOGS	\$1,500
19 00004019	MECH	113 MORGAN ST	REPLACE BOILER	\$9,600
19 00004032	MECH	101 MOLDEN DR	ADDING GAS LOGS	\$1,500
19 00004020	PLBG	612 BUTLER AVE	REPLACE WATER & SEWER SERVICE	\$3,500
19 00003607	FSUP	2200 S PLEASANT VALLEY RD	REPAIR SPRINKLER SYSTEM	\$110,000
19 00004037	DEMO	1327 VALLEY AVE	DEMO OF INTERIOR WALLS&CEILING	\$0
19 00003809	PLBG	517 OLD FORT RD	NEW FIXTURES	\$500
19 00004027	ELEC	1012 S KENT ST	REPLACE METER & SE CABLE	\$1,500
19 00003809	MECH	517 OLD FORT RD	INSTALL HEAT PUMP	\$500
18 00001852	ELEC	317 S CAMERON ST	ADD NEW APT	\$2,500
19 00004046	NGAS	216 W PALL MALL ST	REPLACE WATER HEATER	\$0
19 00001019	SIGN	2021 2039 S PLEASANT VALLEY RD	2 BLDG MOUNTED SIGNS	\$2,000
19 00003809	RREM	517 OLD FORT RD	BASEMENT REMODEL W/ KITCHENETT	\$10,000
19 00003395	PLBG	1944 VALLEY AVE	NEW FIXTURES	\$8,000
19 00004040	NGAS	2953 GRACE ST	FIREPLACE LOGS	\$1,100
19 00002740	SIGN	218 MILLWOOD AVE	ADDING BUILDING-MOUNTED SIGN	\$300
19 00002054	PLBG	2185 S PLEASANT VALLEY RD	RELOCATE FLOOR DRAIN	\$1,000
19 00004050	PLBG	570 N LOUDOUN ST	NEW FIXTURES	\$8,000
19 00004051	DECK	923 E CORK ST	REPAIR DECK FRAMING	\$3,000
19 00003833	MECH	112 S CAMERON ST	REPLACE GAS FURNACE	\$3,400
19 00004049	PLBG	568 N LOUDOUN ST	NEW FIXTURES	\$8,000
19 00003534	BLDG	2645 VALLEY AVE	ADD 2 INTERIOR DOORS IN OFFICE	\$500
19 00003392	SIGN	688 N LOUDOUN ST	1 FREESTANDING SIGN	\$557
Total: 107				\$209,957

Public Services

- Opened bids for the construction of the next phase of the Green Circle Trail. This section of the trail will be adjacent to Jubal Early Drive and will extend from west of Harvest Drive to the new Jubal Square Apartments.
- Met with the Museum of the Shenandoah Valley (MSV) and VDOT to talk about the construction of the new trails on the MSV property.
- Implemented the leading pedestrian interval signal timings at the Piccadilly/N. Loudoun and Cork/S. Loudoun intersections. The initial feedback received on the changes has been positive.
- Held the City-wide snow team meeting.
- Crews have repaired six water main breaks in the last week. The changing temperatures have ushered in the water main break season.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	0	6,168
Water service lines replaced (number)	0	365
Water meters replaced (number)	91	2,454
Sanitary sewer mains replaced/lined (linear feet)	0	5,675
Sanitary sewer laterals replaced (number)	0	100
Sanitary manholes replaced (number)	0	40
Sidewalks replaced (linear feet)	1,580	30,899
Sidewalks repaired (linear feet)	4,878	118,654

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Streets	Streets repaved	.48	11.39	Lane miles
	Potholes repaired	0	192	#
	Mowing	0	373.25	Acres
	Miles of streets swept	32.50	2,350.73	Miles
	Tons of leaves hauled	74.50	107.31	Tons

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Trees	Dead/diseased trees removed	9	200	#
	Trees trimmed	4	481	#
	Stumps removed	7	211	#
Traffic	Street signs Installed/replaced	18	363	#
	Pavement markings repainted (City)	892	11,210	Linear feet
	Pavement markings repainted (contractor)	39,973	626,730	Linear feet
Refuse & Recycling	Refuse collected	133.01	5,694.94	Tons
	Recycling collected	51.64	2,163.02	Tons
	Large item pickups	5	188	#
Transit	Total passengers	2,865	120,705	#
	Revenue miles pick up/drop off	3,963	170,820	Miles
	Revenue hours pick up/drop off	372.57	15,724.63	Hours
Utility billing	Payments processed	1,813	63,756	#
	New bills mailed out	1,723	63,888	#
	Water services turned off (non-payment)	0	466	#
Water treatment plant	Average daily water demand	5.56	6.26	Million gallons/ day
	Peak daily water demand	5.85	7.74	
Wastewater treatment plant	Average daily flow treated	6.29	8.18	Million gallons/ day
	Peak daily flow treated	6.53	20.04	
Water distribution and wastewater collection	Water main breaks repaired	4	17	#
	Water meters read	2,679	67,381	#
	Fire hydrants flushed	0	1,315	#
	Sewer mains cleaned	928	122,532	Linear feet
	After-hours call outs	3	317	#
Engineering	Site plans reviewed	2	111	#
	Floodplain permits issued	0	104	#
	Utility as-builts reviewed	0	10	#
	Right-of-way permits issued	6	206	#
	Land disturbance permits issued	0	12	#
	Stormwater facility inspections	0	162	#
	Erosion and sediment control inspections	27	1,833	#
	Erosion and sediment notices to comply	0	21	#
Facilities Maintenance	Work requests completed	26	934	#
	Special events assistance	0	45	#
	Maintenance of pedestrian mall	31	1,489	Staff hours
Equipment maintenance	Total repairs completed	60	3,578	#

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Winchester Parking Authority	Work requests completed	7	348	#
	Special events - assistance provided	0	14	#
	Vandalism or property damage issues	0	22	#
	New monthly rentals	1	242	#
	Monthly rental cancellations	1	136	#
	Total monthly leases in all autoparks	0	1,152	#
	Available monthly spaces in all autoparks	0	260	#
	Hourly parkers (all four garages)	2,941	132,365	#
	Park-Mobile transactions	932	32,542	#
	Meter violations	134	8,824	#

Social Services

- Received 151 Benefit Program applications: 28 SNAP, 70 Medicaid, 2 TANF, 1 VIEW, 0 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 56 Home Energy Assistance Program
- Provided case management to:
 - 3,720 Medicaid cases
 - 1,526 SNAP cases
 - 63 TANF cases
 - 19 Auxiliary Grant cases
 - 58 individuals receive VIEW services
 - 55 families/80 children receive Child Care Subsidy Assistance.
- Provided case management to 3 Interstate Compact on the Placement of Children (ICPC) case.
- Benefit Programs staff attended VaCMS Basics Training.
- Received iPads from the Virginia Department of Social Services to utilize with the new Compass Application. The Compass application will allow our Family Services Staff to complete work and have access to information when working outside of the office.
- Met Winchester Emergency Management to discuss Mass Care Shelter planning and training.
- Met with Child Welfare Supervision and senior staff to discuss recruitment and retention efforts in child welfare.
- Engaged in budget preparation and planning for the FY2021 City budget submission.
- Conducted an interview with a Shenandoah University student for a spring 2020 internship placement in child welfare.

Weekly Activity	#
Clients walk-ins/drop-offs	160/122
Child Protective Service referrals	11
Placed "on notice" for foster care entry by JDRC	7
Children in foster care	54
Entered/exited foster care	0/0
Adoption subsidy cases/adoptions finalized	58/0
Child Protective Service (CPS) case management load	48
Benefit program fraud & overpayment referrals/investigations/recoupment claims	0/1/101
CPS family assessments & investigations of alleged maltreatment	112
Family Service intakes	7
Adult Protective Service referrals	2
Adult services case management load	10
Adult guardianships/cases	2/76
Adult Protective Service investigations/intakes	15/2
Family Services Prevention case management load	5
Uniform Assessment Instrument screenings	2

Parks & Recreation

- Athletic Coordinator attended Athletic Business Show in Orlando, FL.
- Attended City-wide snow meeting.
- Hosted Girls on the Run fall race.
- Veterans received free entry to park facilities week of 11/8-11/15 in honor of Veteran's Day.
- Continued work on Maintenance facility.

Communications

- Distributed the October 13 CitE-News issue. [View](#)
- Handled 1 media requests for City information and staff interviews; 1 interview and 3 inquiries for WPD.
- Finished editing the Department of Social Services' Realistic Job Preview video.
- Wrote, recorded, edited, and released the Rouss Review [podcast](#) that explores local drug trends with WPD Deputy Chief Kelly Rice.
- Photographed the 275th anniversary Winchester Trivia Night at the Bright Box Theater.
- Attended morning activities of the Teen Citizen Academy on 11/9 and edited a video highlight reel.
- Attended the Police Department's new one-day Citizen Academy on November 16 to take photos and videos.
- Continued collecting information for the annual reports and began creating the print version.
- Made a Fight the Fraud Inferno [video](#) for the Police Department.
- Brainstormed ideas for an upcoming Combat the Cat campaign video (filming scheduled for 11/20) and additional Fight the Fraud Inferno campaign materials.
- Participated in a web governance webinar.
- Attended the City-wide Snow Team meeting.
- Continuing research on community outreach needed for 2020 Census. Seeking intern to help with the 2020 Census outreach.
- Attended weekly meeting with Public Services and Program Manager concerning the refuse and recycling program evaluation and improvements.
- Continued working on the website redesign.
- Updated the park web pages to include winter/spring information.
- Launched new program to create a team of Community Liaisons. More details coming soon.
- Continued working on the design of the 2020 informational calendar.

311 Requests Received	#
FOIA	6
New Recycling Bin	1
Missed Trash/Recycling Collection	1
Trash on Property	1
City Tree Issue	0
Traffic Signal Issue	0
Dead Animal in Road	0
Ask a Question	1
Stormwater Drainage Issue	0
Pothole	0
Street Light Out	1
Tall Grass	0
Water/Sewer Service	0
Citibot	2
Total/YTD	13/493

Date	City Press Releases
11/12	Inaugural history trivia challenge - read
11/13	Several parks roads to be closed temporarily for an event - read
11/4	20th annual Timbrook Food and Toy Drive - read

Date	Articles in <i>The Winchester Star</i>
11/9	Gun rights restored for man involved in '98 shooting
	Our Views: The last word
11/14	4 charged in BB gun drive-by shooting
	Firefighters, paramedics balk at revised leave plan; council delays vote
11/15	Commentary Open Forum: Free money
	Santa arrives at Apple Blossom Mall on Saturday

Support Services

Innovation & Information Services

- Staged and completed initial configuration for TPSC disk image switch.
- Sent PubWrks documentation for datasets that will have schema changes, unique ID changes, and attribute changes.
- Created groups on internal GIS portal site. Beginning to configure and customize the site.
- Attended "Tools for managing the growing role of GIS in enterprise software" workshop hosted by VITA LFCC in Warrenton, VA.
- Updated parcels, streets, and address points on Pictometry.
- Updated Refuse/Recycling boundary dataset to reflect changes made by Public Works Department.

Help Desk Requests	Count	Closed
Account Management	9	13
Applications	16	30
GIS	2	4
Hardware	8	10
Information Only	6	5
Infrastructure	5	5
No Action Required	1	2
Not Assigned	10	0
Procurement/Disposal	2	2
Reporting	0	0
Research	0	0
Total	59	71